

#3

DECLARATION FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled Method For Implementing Service Desk Capability, the specification of which:

O 1
MAR 21 2002
PATENT & TRADEMARK OFFICE
 is attached hereto.
 was filed on _____ as Application Serial No. _____.
 and was amended on _____ (if applicable).

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability as defined in Title 37, Code of Federal Regulations, § 1.56(a).

I hereby claim foreign priority benefits under 35 U.S.C. § 119(a)-(d) or § 365(b) of any foreign application(s) for patent or inventor's certificate or § 365(a) of any PCT International application which designated at least one country other than the United States, listed below and have also identified below, by checking the box, any foreign application for patent or inventor's certificate, or PCT International application having a filing date before that of the application on which priority is claimed:

<u>Prior Foreign Application(s)</u>	<u>Priority Claimed</u>			
(Number)	(Country)	(Day/Month/Year Filed)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

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60/242,007 (Application Serial No.)	October 20, 2000 (Filing Date)
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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Inventor's Signature

Date:

Full name of second joint inventor, if any

Karen E. Riley

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1936 Irving Street, Denver, CO 80204

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P.O. Box 10395

Chicago, IL 60610

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Inventor's Signature _____ Date: _____
Full name of second joint inventor, if any
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Post Office Address

William D. McVicker
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U.S.
Fisher A.C.T. 2611 AUSTRALIA

Inventor's Signature _____ Date: _____
Full name of third joint inventor
Residence
Citizenship
Post Office Address

Stephen Nunn
2 Lower Farm Court, Hambridge Lane, Newbury, Berks RG145TH, U.K.
U.K.
Newbury, Berks RG145TH, U.K.

Inventor's Signature _____ Date: _____
Full name of fourth joint inventor
Residence
Citizenship
Post Office Address

Samir Anand
4 Springfield Road, Teddington, TW11 9AP U.K.
U.K.
Teddington, TW11 9AP U.K.

Inventor's Signature _____ Date: _____
Full name of fifth joint inventor
Residence
Citizenship
Post Office Address

John Brett
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U.K.
London, E14 8BJ U.K.

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Inventor's Signature	Karen E. Riley	Date: _____
Full name of second joint inventor, if any	1936 Irving Street, Denver, CO 80204	
Residence	U.S.	
Citizenship	Denver CO 80204	
Post Office Address		

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Chicago, IL 60610-4295 (312) 321-4200

WHDWW

Case No. 10022/178

Inventor's Signature

Full name of second joint inventor, if any

Residence

Citizenship

Post Office Address

Date:

19/10/01

William D. McVicker

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U.S.

Fisher A.C.T. 2611, AUSTRALIA

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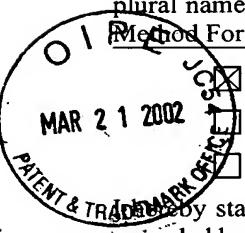
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Stephen Nunn

Date:

02/11/2001

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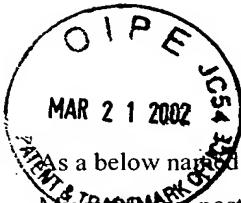
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Samir Anand Date: 7th October 2001
Samir Anand
4 Springfield Road, Teddington, TW11 9AP U.K.
U.K.
Teddington, TW11 9AP U.K.

Inventor's Signature
 Full name of fifth joint inventor
 Residence
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John Brett

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